

United States Mint Earns High Scores in Customer Satisfaction

January 9, 2006

Washington — For the seventh straight year, the United States Mint received one of the highest scores in the American Customer Satisfaction Index (ACSI), according to the University of Michigan Stephen M. Ross School of Business.

The United States Mint's 2005 customer satisfaction score of 88% was up 2.3% from 2004 on the ACSI's 100-point index and significantly exceeds both the government sector (71.3%) and private sector (71.5%) averages. A score of 80% or more is considered world-class customer service.

The United States Mint's most recent customer satisfaction score of 88% ranks second highest among the 45 Federal agencies surveyed in 2005. "Our customers expect high product quality and great service. We strive to exceed their expectations," said United States Mint Acting Director David A. Lebryk. "In 2005, we listened to customers and introduced our products earlier in the year. We also upgraded systems, created order limits and achieved higher mintages to give our customers greater access to United States Mint products. The result was a banner year for the United States Mint with record sales, unique numismatic products and innovative circulating coin designs. We do appreciate our customers."

The ACSI is the only uniform, national, cross-industry measure of satisfaction with the quality of goods and services available in the United States. In 1999, the Federal government selected the ACSI to be a standard metric for measuring citizen satisfaction. More than 50 Federal government agencies have used the ACSI to measure citizen satisfaction of more than 100 services and programs.

The ACSI is produced by the University of Michigan's Stephen M. Ross School of Business in partnership with the American Society for Quality and CFI Group, an international consulting firm.

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